User Guide for Patients

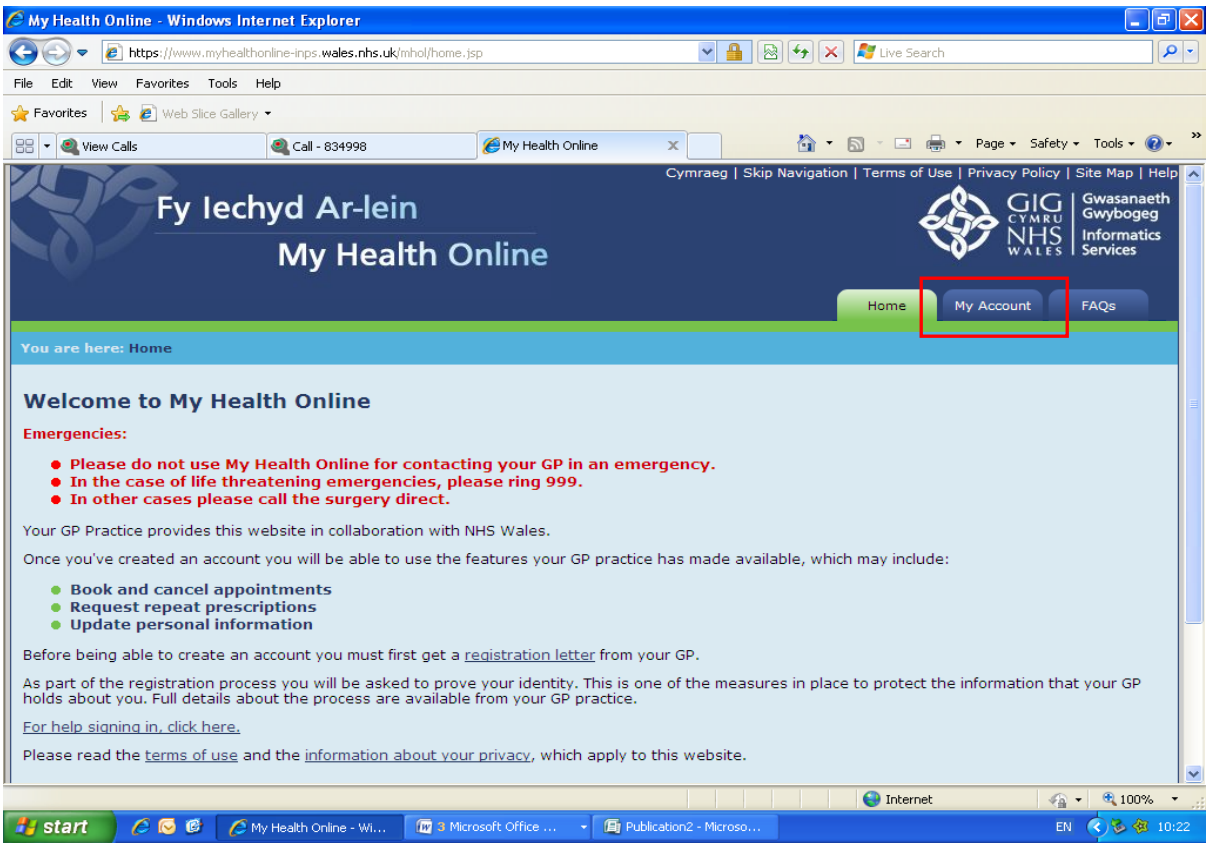
Creating a My Health Online Account

Before you can create a My Health Online account you must register for this service at your GP practice. Your practice will provide you with a registration letter that will contain the following information.

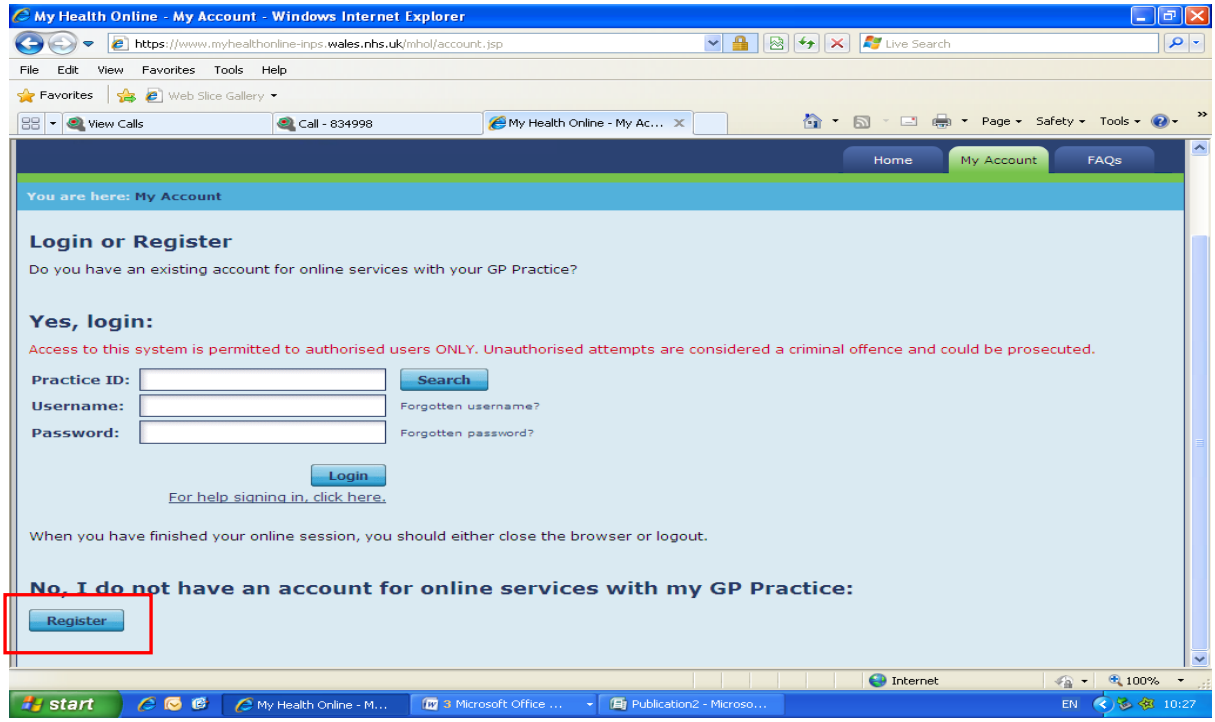
- Web Address
- Practice ID
- Patient ID (NHS number)
- The Registration Token

Note : You cannot create an account without a registration letter.

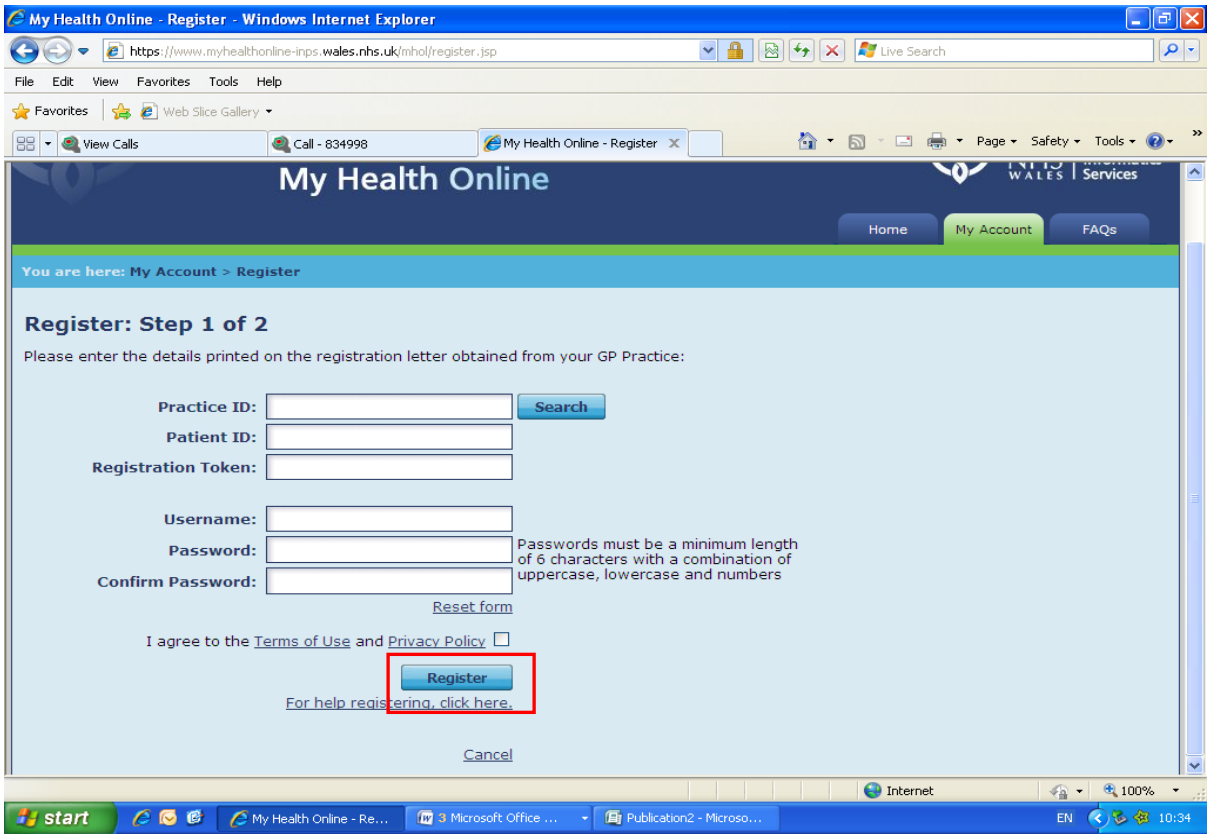
1. In your internet browser, type or copy and paste, the following web address: www.myhealthonline-inps.wales.nhs.uk
2. Select your preferred language – English / Cymraeg
3. Click on the "My Account" tab


My Health Online - Windows Internet Explorer
https://www.myhealthonline-inps.wales.nhs.uk/mhol/home.jsp
Fy Iechyd Ar-lein
My Health Online
Cymraeg | Skip Navigation | Terms of Use | Privacy Policy | Site Map | Help
Home
My Account
FAQs
You are here: Home
Welcome to My Health Online
Emergencies:
Please do not use My Health Online for contacting your GP in an emergency.
In the case of life threatening emergencies, please ring 999.
In other cases please call the surgery direct.
Your GP Practice provides this website in collaboration with NHS Wales.
Once you've created an account you will be able to use the features your GP practice has made available, which may include:
Book and cancel appointments
Request repeat prescriptions
Update personal information
Before being able to create an account you must first get a registration letter from your GP.
As part of the registration process you will be asked to prove your identity. This is one of the measures in place to protect the information that your GP holds about you. Full details about the process are available from your GP practice.
For help signing in, click here.
Please read the terms of use and the information about your privacy, which apply to this website.

4. **You will need to scroll to the bottom of this page to Register – Click on the "Register" button**


My Health Online - My Account - Windows Internet Explorer
https://www.myhealthonline-inps.wales.nhs.uk/mhol/account.jsp
Home
My Account
FAQs
You are here: My Account
Login or Register
Do you have an existing account for online services with your GP Practice?
Yes, login:
Access to this system is permitted to authorised users ONLY. Unauthorised attempts are considered a criminal offence and could be prosecuted.
Practice ID:
Search
Username:
Forgotten username?
Password:
Forgotten password?
Login
For help signing in, click here.
When you have finished your online session, you should either close the browser or logout.
No, I do not have an account for online services with my GP Practice:
Register

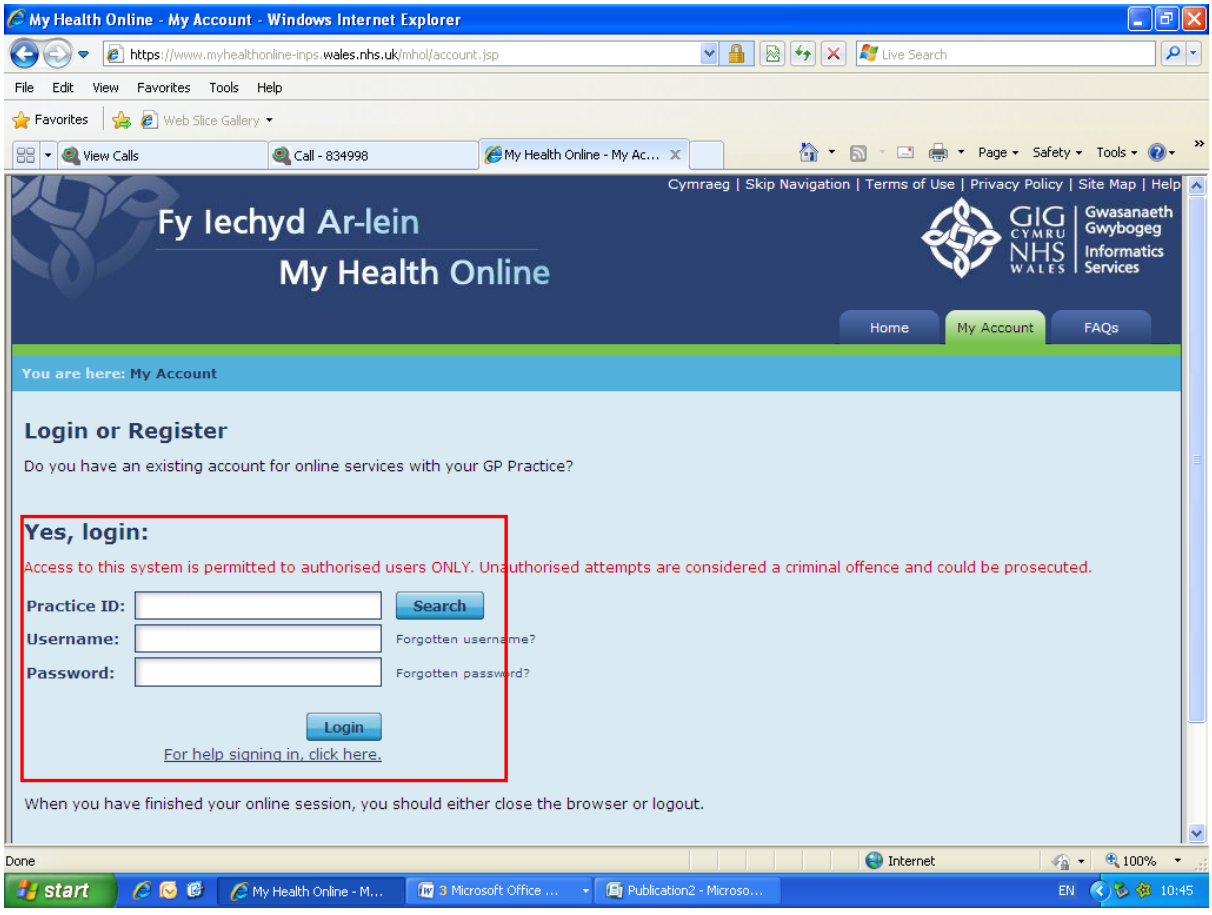
5. Using the information on your registration letter complete the required fields and click register


My Health Online - Register - Windows Internet Explorer
https://www.myhealthonline-inps.wales.nhs.uk/mhol/register.jsp
My Health Online
Home
My Account
FAQs
You are here: My Account > Register
Register: Step 1 of 2
Please enter the details printed on the registration letter obtained from your GP Practice:
Practice ID:
Search
Patient ID:
Registration Token:
Username:
Password:
Confirm Password:
Passwords must be a minimum length of 6 characters with a combination of uppercase, lowercase and numbers
Reset form
I agree to the Terms of Use and Privacy Policy
Register
For help registering, click here.
Cancel

6. You will receive an e-mail message sent to the account that you supplied at the GP Practice, the e-mail will contain an activation code and a link to complete your registration. Follow the link and type in your activation code.
7. You're my Health Online account is now active. You can now sign in and proceed to:
    a. Book or cancel appointments.
    b. Order repeat prescriptions. (From June/July 2012)

Signing in & Using My Health Online

1. In your internet browser, type or copy and paste, the following web address: www.myhealthonline-inps.wales.nhs.uk
2. Select your preferred language – English / Cymraeg
3. Click on the "My Account" tab and complete the login details

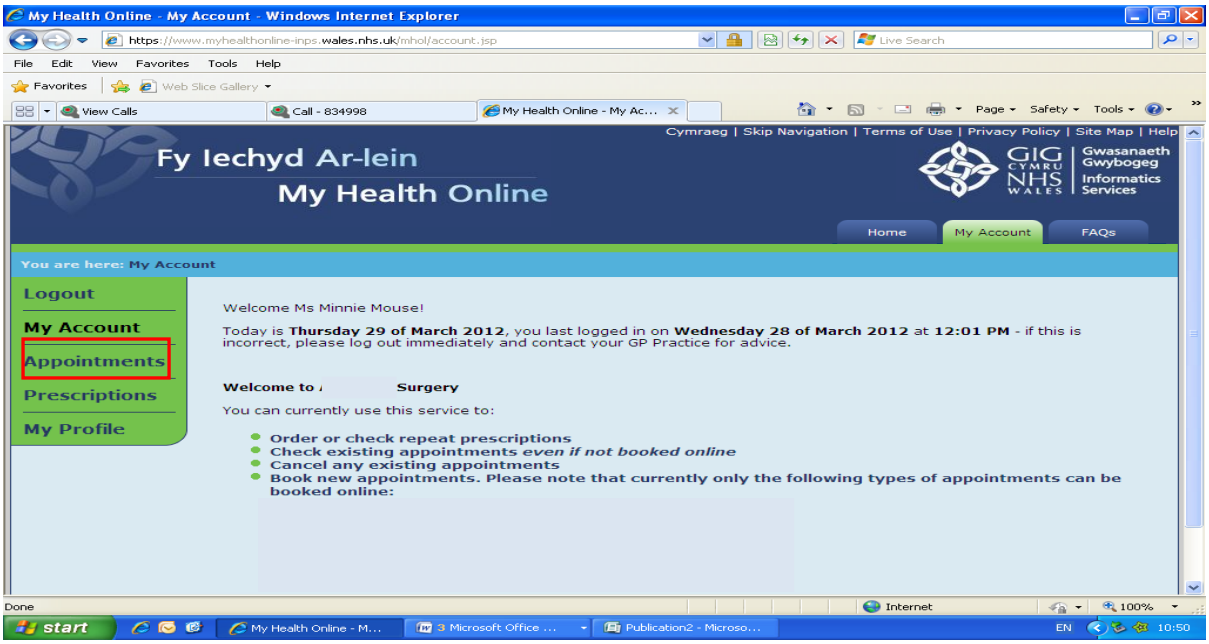

My Health Online - My Account - Windows Internet Explorer
https://www.myhealthonline-inps.wales.nhs.uk/mhol/account.jsp
Live Search
File Edit View Favorites Tools Help
Favorites
Web Slice Gallery
View Calls
Call - 834998
My Health Online - My Ac...
Page Safety Tools
Cymraeg | Skip Navigation | Terms of Use | Privacy Policy | Site Map | Help
Fy Iechyd Ar-lein
My Health Online
GIG CYMRU NHS WALES
Gwasanaeth Gwybodeg Informatics Services
Home
My Account
FAQs
You are here: My Account
Login or Register
Do you have an existing account for online services with your GP Practice?
Yes, login:
Access to this system is permitted to authorised users ONLY. Unauthorised attempts are considered a criminal offence and could be prosecuted.
Practice ID:
Search
Username:
Forgotten username?
Password:
Forgotten password?
Login
For help signing in, click here.
When you have finished your online session, you should either close the browser or logout.
Done
Internet
100%
start
My Health Online - M...
3 Microsoft Office ...
Publication2 - Microso...
EN
10:45

4. You will now see your home page for on-line services, from here you can
    a. View / book / cancel appointments
    b. Order repeat prescriptions
    c. Change your e-mail address / password

My Health Online - My Account - Windows Internet Explorer
https://www.myhealthonline-inps.wales.nhs.uk/mhol/account.jsp
Fy Iechyd Ar-lein
My Health Online
Home
My Account
FAQs
You are here: My Account
Logout
My Account
Appointments
Prescriptions
My Profile
Welcome Ms Minnie Mouse!
Today is Thursday 29 of March 2012, you last logged in on Wednesday 28 of March 2012 at 12:01 PM - if this is incorrect, please log out immediately and contact your GP Practice for advice.
Welcome to Surgery
You can currently use this service to:
Order or check repeat prescriptions
Check existing appointments even if not booked online
Cancel any existing appointments
Book new appointments. Please note that currently only the following types of appointments can be booked online:

Booking Appointments

1. From the My Health Online front page, click on My Account, and select Appointments from the menu on the left of the screen.


My Health Online - My Account - Windows Internet Explorer
https://www.myhealthonline-inps.wales.nhs.uk/mhol/account.jsp
Fy Iechyd Ar-lein
My Health Online
Home
My Account
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You are here: My Account
Logout
My Account
Appointments
Prescriptions
My Profile
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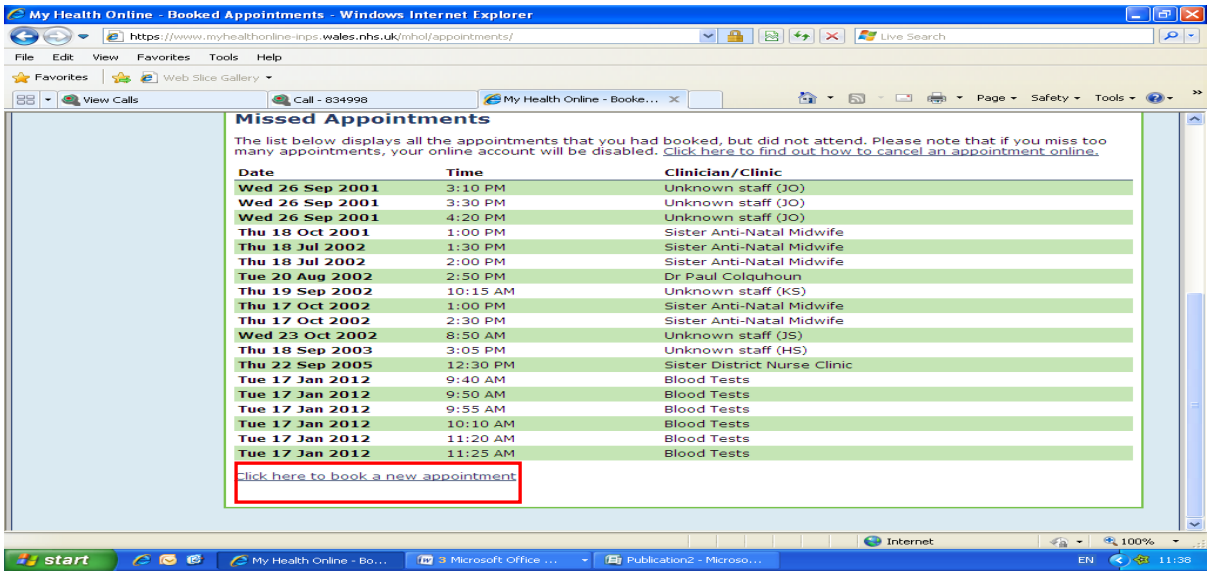
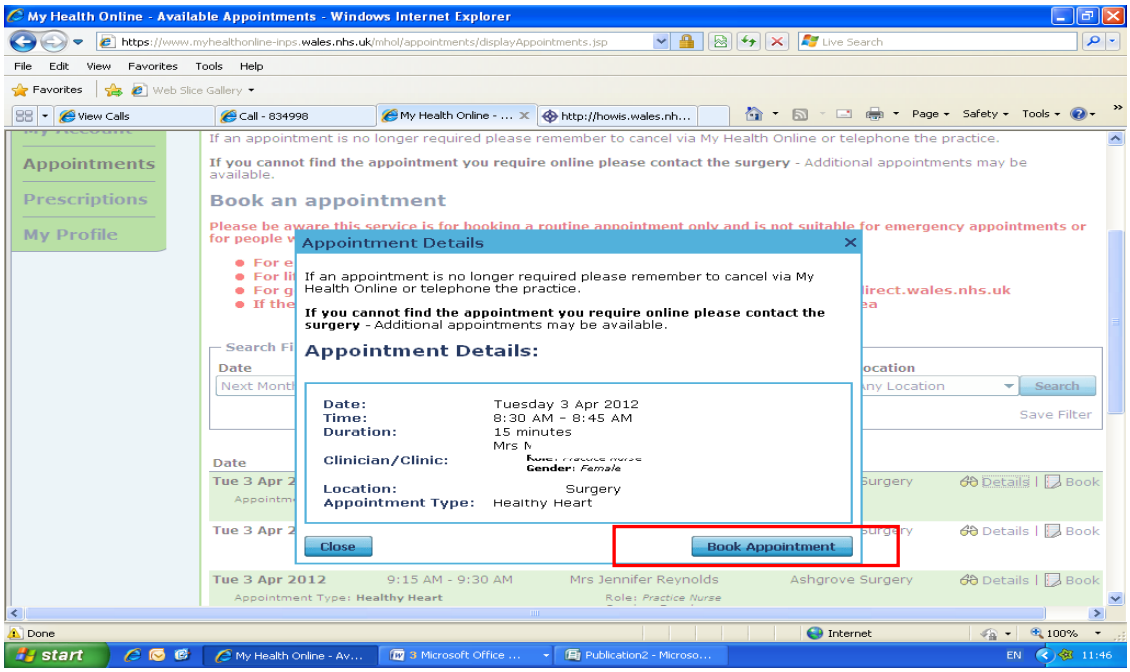
Today is Thursday 29 of March 2012, you last logged in on Wednesday 28 of March 2012 at 12:01 PM - if this is incorrect, please log out immediately and contact your GP Practice for advice.
Welcome to Surgery
You can currently use this service to:
Order or check repeat prescriptions
Check existing appointments even if not booked online
Cancel any existing appointments
Book new appointments. Please note that currently only the following types of appointments can be booked online:

1. You will then be shown:
    a. Any existing appointments you have
    b. Any missed appointments
    c. And be able to book a new appointment
2. To book a new appointment – you will need to scroll to the bottom of the page and click on Click here to book a new appointment


My Health Online - Booked Appointments - Windows Internet Explorer
Missed Appointments
The list below displays all the appointments that you had booked, but did not attend. Please note that if you miss too many appointments, your online account will be disabled. Click here to find out how to cancel an appointment online.
Date | Time | Clinician/Clinic
Wed 26 Sep 2001 | 3:10 PM | Unknown staff (JO)
Wed 26 Sep 2001 | 3:30 PM | Unknown staff (JO)
Wed 26 Sep 2001 | 4:20 PM | Unknown staff (JO)
Thu 18 Oct 2001 | 1:00 PM | Sister Anti-Natal Midwife
Thu 18 Jul 2002 | 1:30 PM | Sister Anti-Natal Midwife
Thu 18 Jul 2002 | 2:00 PM | Sister Anti-Natal Midwife
Tue 20 Aug 2002 | 2:50 PM | Dr Paul Colquhoun
Thu 19 Sep 2002 | 10:15 AM | Unknown staff (KS)
Thu 17 Oct 2002 | 1:00 PM | Sister Anti-Natal Midwife
Thu 17 Oct 2002 | 2:30 PM | Sister Anti-Natal Midwife
Wed 23 Oct 2002 | 8:50 AM | Unknown staff (JS)
Thu 18 Sep 2003 | 3:05 PM | Unknown staff (HS)
Thu 22 Sep 2005 | 12:30 PM | Sister District Nurse Clinic
Tue 17 Jan 2012 | 9:40 AM | Blood Tests
Tue 17 Jan 2012 | 9:50 AM | Blood Tests
Tue 17 Jan 2012 | 9:55 AM | Blood Tests
Tue 17 Jan 2012 | 10:10 AM | Blood Tests
Tue 17 Jan 2012 | 11:20 AM | Blood Tests
Tue 17 Jan 2012 | 11:25 AM | Blood Tests
Click here to book a new appointment

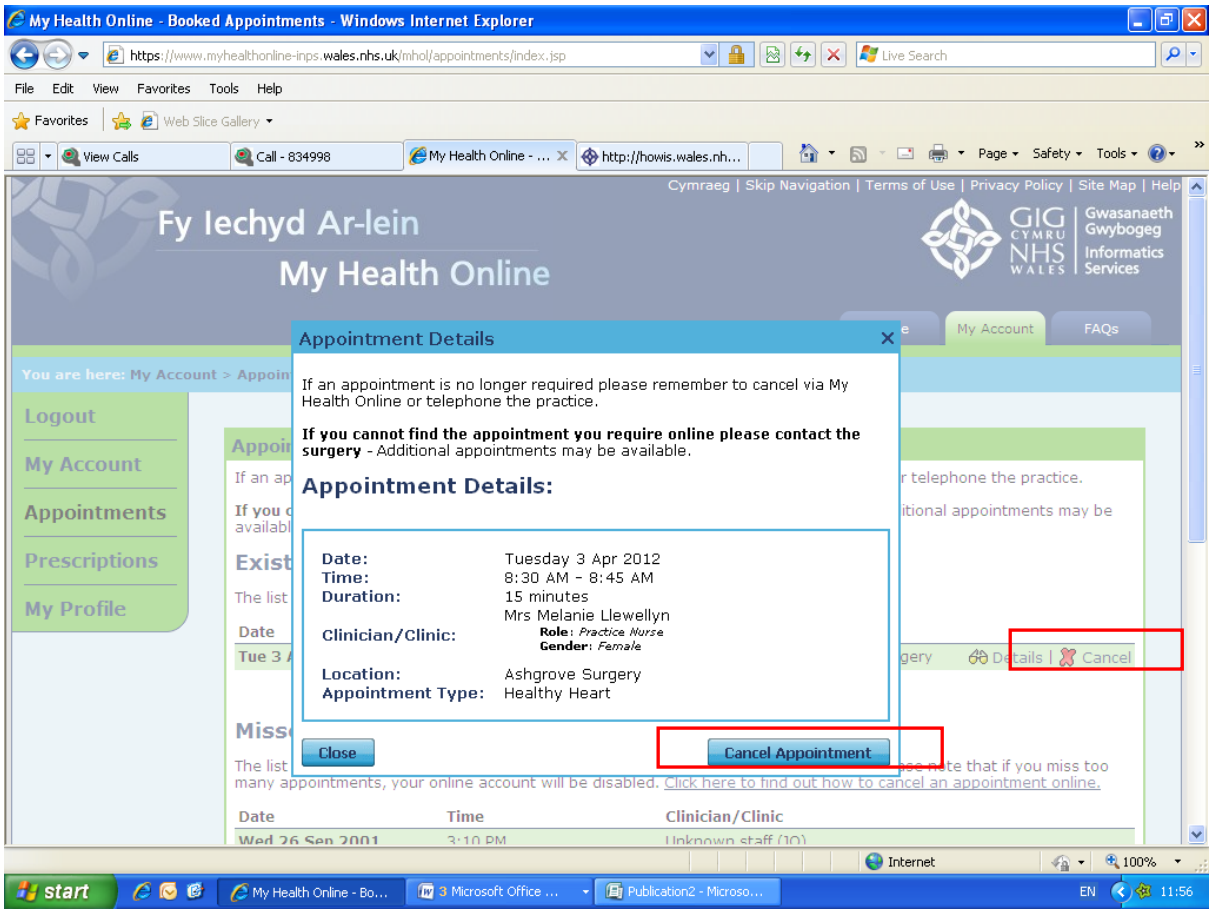
2. Using the drop down filters search for available appointments.
3. Select an Appointment and click the **Details** link, check the Appointment details and click **Book Appointment**.
4. Click **Confirm Booking** to complete.
5. You will receive an **Appointment Details: Successful message** on screen and an email to confirm the booking.


My Health Online - Available Appointments - Windows Internet Explorer
Appointments
Prescriptions
My Profile
Book an appointment
Appointment Details
If an appointment is no longer required please remember to cancel via My Health Online or telephone the practice.
If you cannot find the appointment you require online please contact the surgery - Additional appointments may be available.
Appointment Details:
Date: Tuesday 3 Apr 2012
Time: 8:30 AM - 8:45 AM
Duration: 15 minutes
Clinician/Clinic: Mrs N
Gender: Female
Location: Surgery
Appointment Type: Healthy Heart
Close
Book Appointment
Tue 3 Apr 2012 9:15 AM - 9:30 AM Mrs Jennifer Reynolds Ashgrove Surgery Details | Book
Appointment Type: Healthy Heart

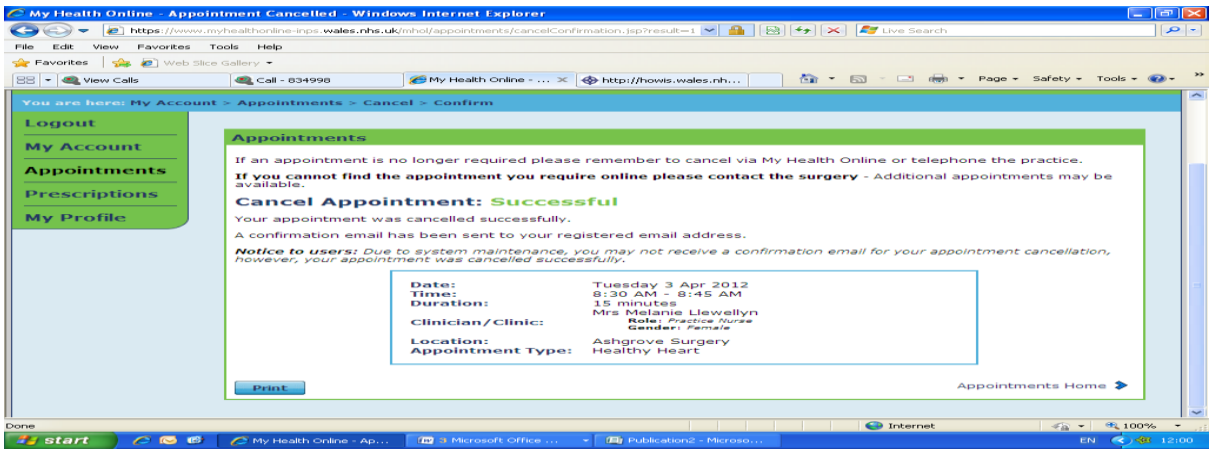
Cancelling Appointments

It is important to cancel any unwanted appointments as failure to do so more than 3 times within a 12 month period may invalidate your on-line account. You can cancel appointments either by ringing the surgery, or on-line.

1. From the appointments home screen chose the appointment you wish to cancel and click cancel

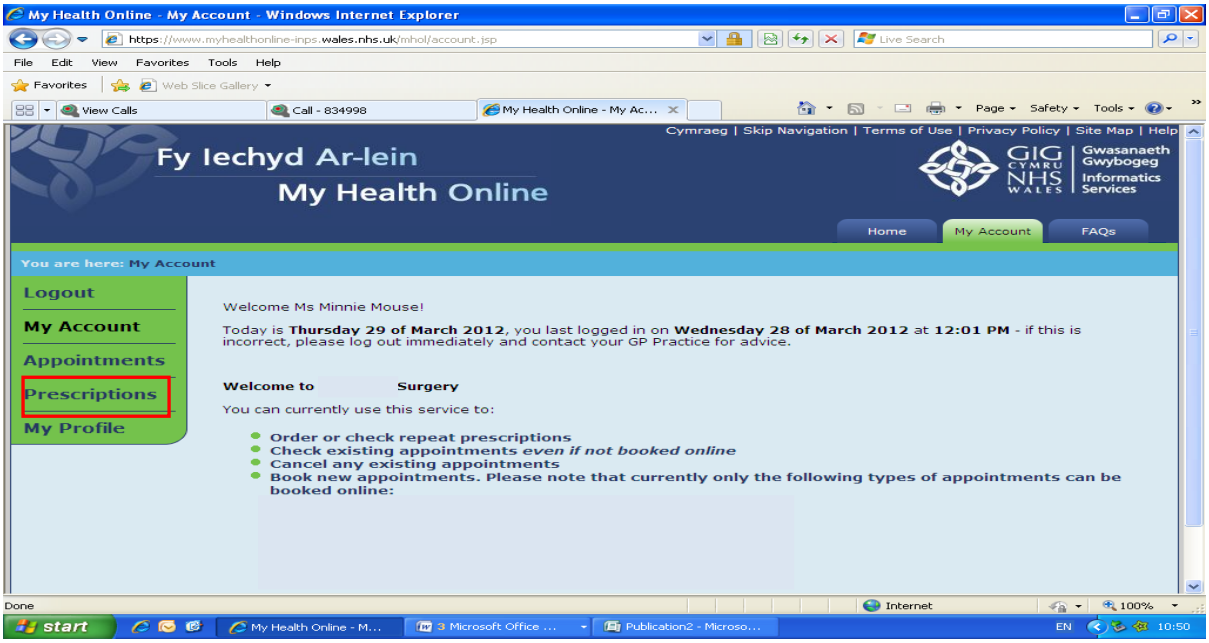

My Health Online - Booked Appointments - Windows Internet Explorer
Fy Iechyd Ar-lein
My Health Online
Appointment Details
If an appointment is no longer required please remember to cancel via My Health Online or telephone the practice.
If you cannot find the appointment you require online please contact the surgery - Additional appointments may be available.
Appointment Details:
Date: Tuesday 3 Apr 2012
Time: 8:30 AM - 8:45 AM
Duration: 15 minutes
Clinician/Clinic: Mrs Melanie Llewellyn
Role: Practice Nurse
Gender: Female
Location: Ashgrove Surgery
Appointment Type: Healthy Heart
Close
Cancel Appointment
Logout
My Account
Appointments
Prescriptions
My Profile
Cancel

2. The appointment details box will appear and by clicking on the “Cancel Appointment” button you will be asked to select a reason for cancelling from a drop down box. Select your reason and click Cancel.
3. You will now see the following message


My Health Online - Appointment Cancelled - Windows Internet Explorer
Appointments
If an appointment is no longer required please remember to cancel via My Health Online or telephone the practice.
If you cannot find the appointment you require online please contact the surgery - Additional appointments may be available.
Cancel Appointment: Successful
Your appointment was cancelled successfully.
A confirmation email has been sent to your registered email address.
Notice to users: Due to system maintenance, you may not receive a confirmation email for your appointment cancellation, however, your appointment was cancelled successfully.
Date: Tuesday 3 Apr 2012
Time: 8:30 AM - 8:45 AM
Duration: 15 minutes
Clinician/Clinic: Mrs Melanie Llewellyn
Location: Ashgrove Surgery
Appointment Type: Healthy Heart
Print
Appointments Home

Ordering Repeat Prescriptions

1. From the My Health Online front page, click on My Account, and select Prescriptions from the menu on the left of the screen.


My Health Online - My Account - Windows Internet Explorer
Fy Iechyd Ar-lein
My Health Online
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My Account
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Welcome Ms Minnie Mouse!
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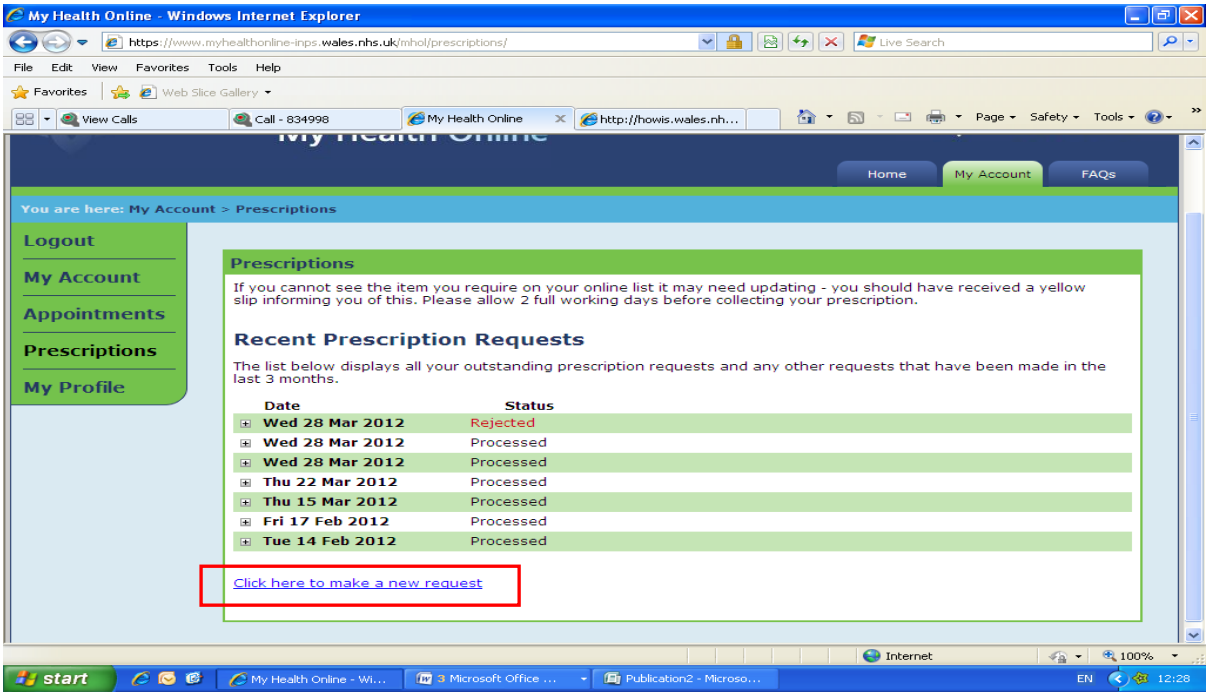
Welcome to Surgery
You can currently use this service to:
Order or check repeat prescriptions
Check existing appointments even if not booked online
Cancel any existing appointments
Book new appointments. Please note that currently only the following types of appointments can be booked online:

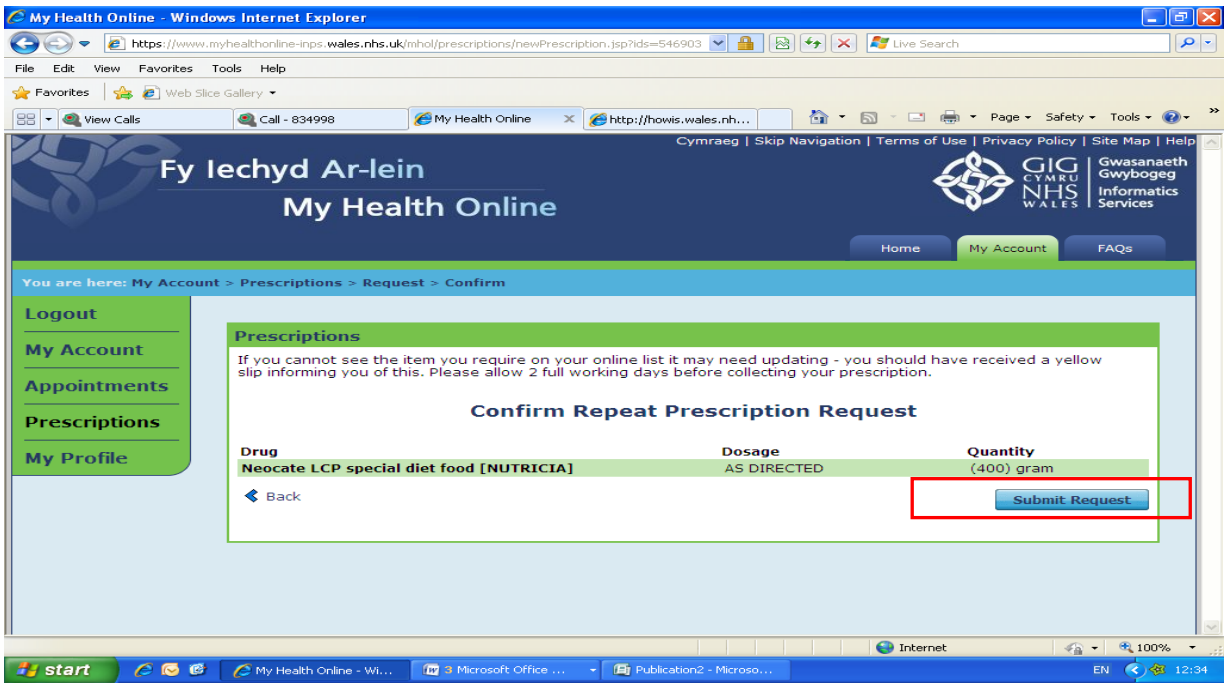
2. You will now see any recent requests and be able to order your next repeat due, by clicking on Click here to make a new request


My Health Online - Windows Internet Explorer
Home
My Account
FAQs
You are here: My Account > Prescriptions
Logout
My Account
Appointments
Prescriptions
My Profile
Prescriptions
If you cannot see the item you require on your online list it may need updating - you should have received a yellow slip informing you of this. Please allow 2 full working days before collecting your prescription.
Recent Prescription Requests
The list below displays all your outstanding prescription requests and any other requests that have been made in the last 3 months.
Date
Status
Wed 28 Mar 2012 Rejected
Wed 28 Mar 2012 Processed
Wed 28 Mar 2012 Processed
Thu 22 Mar 2012 Processed
Thu 15 Mar 2012 Processed
Fri 17 Feb 2012 Processed
Tue 14 Feb 2012 Processed
Click here to make a new request

3. You can sort by Drug Name / Last Issued
4. Select the item(s) required by clicking in the tick box and click on Request Selection

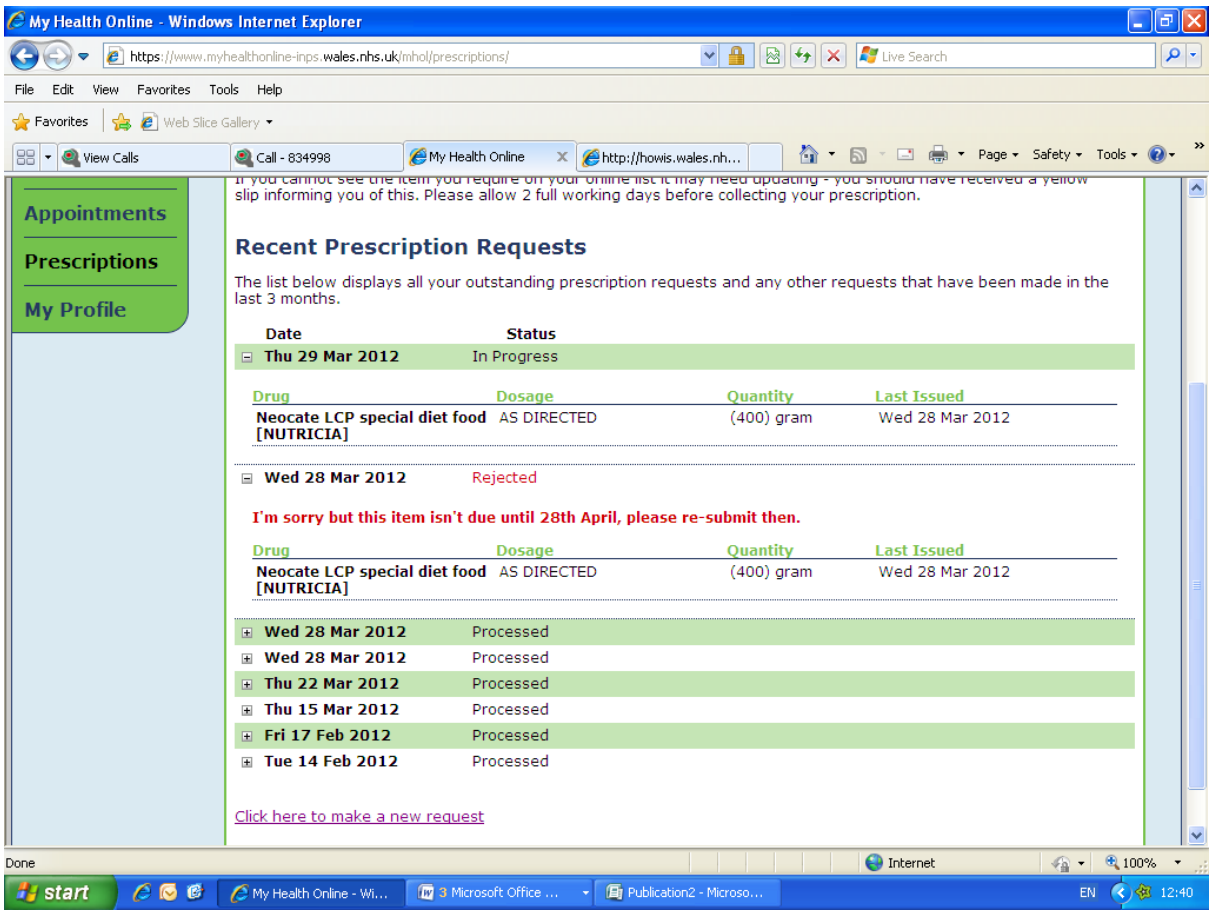
My Health Online - Windows Internet Explorer
https://www.myhealthonline-inps.wales.nhs.uk/mhol/prescriptions/eligiblePrescriptions.jsp
Fy Iechyd Ar-lein
My Health Online
Cymraeg | Skip Navigation | Terms of Use | Privacy Policy | Site Map | Help
Home
My Account
FAQs
You are here: My Account > Prescriptions > Request
Logout
My Account
Appointments
Prescriptions
My Profile
Prescriptions
If you cannot see the item you require on your online list it may need updating - you should have received a yellow slip informing you of this. Please allow 2 full working days before collecting your prescription.
Available Repeat Prescriptions
Please note, if your medication has been changed within the last 28 days by anyone other than your GP, e.g. at an outpatient appointment, this list may not be up to date. If this is the case contact your GP.
Sort by: Last Issued
Last Issued
Drug
Requests Available
Dosage
Quantity
Wed 28 Mar 2012
Neocate LCP special diet food [NUTRICIA]
5
AS DIRECTED
(400) gram
Back
Request Selection

5. You will need to click on Submit Request to send it to the Practice


My Health Online - Windows Internet Explorer
https://www.myhealthonline-inps.wales.nhs.uk/mhol/prescriptions/newPrescription.jsp?ids=546903
Fy Iechyd Ar-lein
My Health Online
Cymraeg | Skip Navigation | Terms of Use | Privacy Policy | Site Map | Help
Home
My Account
FAQs
You are here: My Account > Prescriptions > Request > Confirm
Logout
My Account
Appointments
Prescriptions
My Profile
Prescriptions
If you cannot see the item you require on your online list it may need updating - you should have received a yellow slip informing you of this. Please allow 2 full working days before collecting your prescription.
Confirm Repeat Prescription Request
Drug
Dosage
Quantity
Neocate LCP special diet food [NUTRICIA]
AS DIRECTED
(400) gram
Back
Submit Request

6. A message appears on line stating your prescription has been delivered, also an e-mail confirming this will be sent to your e-mail address you supplied to the Practice.

7. As your prescription is being dealt with you will see the following progress markers within the prescriptions screen
    a. **In Progress** – This means that the Practice has received your request
    b. **Processed** – This means that the Practice has authorised your request and printed your prescription. **Please note: This does not indicate that the prescription is ready to be picked up, the process still requires 2 working days before you are able to collect your prescription.**
    c. Rejected – This means that your request has been denied. Further information will be available when you click on the + box


My Health Online - Windows Internet Explorer
https://www.myhealthonline-inps.wales.nhs.uk/mhol/prescriptions/
File Edit View Favorites Tools Help
Favorites
Web Slice Gallery
View Calls
Call - 834998
My Health Online
http://howis.wales.nh...
Page Safety Tools
Appointments
Prescriptions
My Profile
slip informing you of this. Please allow 2 full working days before collecting your prescription.
Recent Prescription Requests
The list below displays all your outstanding prescription requests and any other requests that have been made in the last 3 months.
Date Status
Thu 29 Mar 2012 In Progress
Drug Dosage Quantity Last Issued
Neocate LCP special diet food [NUTRICIA] AS DIRECTED (400) gram Wed 28 Mar 2012
Wed 28 Mar 2012 Rejected
I'm sorry but this item isn't due until 28th April, please re-submit then.
Drug Dosage Quantity Last Issued
Neocate LCP special diet food [NUTRICIA] AS DIRECTED (400) gram Wed 28 Mar 2012
Wed 28 Mar 2012 Processed
Wed 28 Mar 2012 Processed
Thu 22 Mar 2012 Processed
Thu 15 Mar 2012 Processed
Fri 17 Feb 2012 Processed
Tue 14 Feb 2012 Processed
Click here to make a new request
Done
Internet
100%
start
My Health Online - Wi...
3 Microsoft Office ...
Publication2 - Microso...
EN
12:40

My Profile Tab

1. Within the my profile tab you can:
    a. Change your e-mail address
    b. Change your username / password